



Customer Support Response Card

PBSI strives to provide the highest quality service possible. In evaluating service quality, your feedback is very important. Would you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.

Industrial Paint

CLIENT NAME

Darrin

FIELD ENGINEER (FIRST NAME)

2-1-16

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

RATING PBSI's OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

☒ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

Comments

Awsome as usual

Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

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Cincinnati Metals

CLIENT NAME

Darrin/Dennis

FIELD ENGINEER (FIRST NAME)

2/28/16

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

RATING PBSI's OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

☒ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

Comments

DENNISE DARRIN WERE GREAT! THANK YOU!!

Register To Win—Return promptly to enter our monthly drawing for a free gift.



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MCF - covington

CLIENT NAME

Darrin

FIELD ENGINEER (FIRST NAME)

1-22-16

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☐ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☐ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☐ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☐ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☐ ☐ ☐ ☐

RATING PBSI's OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

☐ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

Comments

Always a pleasure to work with, whether on the phone or in person.

Lois Ellen

Register To Win—Return promptly to enter our monthly drawing for a free gift.



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CLIENT NAME

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☒ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☒ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☒ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☒ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☒ ☐ ☐

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel ☐ ☐ ☐ ☐

Hardware Support Personnel ☐ ☐ ☐ ☐

Care and Attention ☐ ☐ ☐ ☐

Overall Quality ☐ ☐ ☐ ☐

Comments

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CLIENT NAME

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel ☐ ☐ ☐ ☐

Hardware Support Personnel ☐ ☐ ☐ ☐

Care and Attention ☐ ☐ ☐ ☐

Overall Quality ☐ ☐ ☐ ☐

Comments

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CLIENT NAME

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel ☐ ☐ ☐ ☐

Hardware Support Personnel ☒ ☐ ☐ ☐

Care and Attention ☒ ☐ ☐ ☐

Overall Quality ☒ ☐ ☐ ☐

Comments

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Pinnacle Employer Services
CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

1-29-16
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly? ☐ ☒ ☐ ☐

Timeliness—Did we do what we promised? ☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous? ☒ ☐ ☐ ☐

Quality—Was your problem resolved completely? ☐ ☐ ☐ ☒

Were your questions & concerns answered thoroughly? ☐ ☐ ☒ ☐

After tech left we couldn't send or receive emails.

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

~~Software Support Personnel~~ ☐ ☐ ☐ ☐

Hardware Support Personnel ☐ ☒ ☐ ☐

Care and Attention ☒ ☐ ☐ ☐

Overall Quality ☒ ☐ ☐ ☐

Comments

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Dayton Ortho Surgery
Donna Elsass
CLIENT NAME 937 436 5763 ph

Dennis
FIELD ENGINEER (FIRST NAME)

1-26-16
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly? ☒ ☐ ☐ ☐

Timeliness—Did we do what we promised? ☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous? ☒ ☐ ☐ ☐

Quality—Was your problem resolved completely? ☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly? ☒ ☐ ☐ ☐

Outstanding knowledge, always very pleasant and patient
Could never expect anything more than Dennis! You have
a gem in him!

Comments

★ Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

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Sound Hrg Care
Kim Combs
CLIENT NAME To State Leaps ph

Dennis
FIELD ENGINEER (FIRST NAME)

1-18-16
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly? ☒ ☐ ☐ ☐

Timeliness—Did we do what we promised? ☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous? ☒ ☐ ☐ ☐

Quality—Was your problem resolved completely? ☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly? ☒ ☐ ☐ ☐

Dennis is fantastic!

He helped figure out a solution when the original plan was not going to work

Comments

Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

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Acculube

CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

12-2-15

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel ☒ ☐ ☐ ☐

Hardware Support Personnel ☒ ☐ ☐ ☐

Care and Attention ☒ ☐ ☐ ☐

Overall Quality ☒ ☐ ☐ ☐

Great service!

Comments

Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

PBSI strives to provide the highest quality service possible. In evaluating service quality, your feedback is very important. Would you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.

Intertek

CLIENT NAME

Steven

FIELD ENGINEER (FIRST NAME)

12-2-15

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel ☒ ☐ ☐ ☐

Hardware Support Personnel ☒ ☐ ☐ ☐

Care and Attention ☒ ☐ ☐ ☐

Overall Quality ☒ ☐ ☐ ☐

Wonderful As ~~always~~ always.

Comments

Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

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Carpenter

CLIENT NAME

Steven

FIELD ENGINEER (FIRST NAME)

1/20/16

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel ☒ ☐ ☐ ☐

Hardware Support Personnel ☒ ☐ ☐ ☐

Care and Attention ☒ ☐ ☐ ☐

Overall Quality ☒ ☐ ☐ ☐

Steven always solves our problems!

Comments

Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

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NATIONAL RETIREMENT CONSULTANT

CLIENT NAME

Brad

FIELD ENGINEER (FIRST NAME)

1-12-16

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

Very satisfied with today's service, very helpful

RATING PBSI's OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel ☐ ☐ ☐ ☒

Hardware Support Personnel ☒ ☐ ☐ ☐

Care and Attention ☒ ☐ ☐ ☐

Overall Quality ☒ ☐ ☐ ☐

Comments

Register To Win—Return promptly to enter our monthly drawing for a free gift.



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GES Goldschmidt

CLIENT NAME

Brad

FIELD ENGINEER (FIRST NAME)

11-24-15

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

Always polite and very knowledgeable

RATING PBSI's OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel ☒ ☐ ☐ ☐

Hardware Support Personnel ☒ ☐ ☐ ☐

Care and Attention ☒ ☐ ☐ ☐

Overall Quality ☒ ☐ ☐ ☐

Comments

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Louisville Concrete Masonry
Alexis Karageorge MD

CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

2-22-16

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☐ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☐ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☐ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☐ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☐ ☐ ☐ ☐

Dennis is Excellent!

RATING PBSI's OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel ☐ ☐ ☐ ☐

Hardware Support Personnel ☐ ☐ ☐ ☐

Care and Attention ☐ ☐ ☐ ☐

Overall Quality ☐ ☐ ☐ ☐

Comments

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Customer Support Response Card

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Miami Valley Plastic Surgeons

CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

11-23-15
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly? ☒ ☐ ☐ ☐

Timeliness—Did we do what we promised? ☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous? ☒ ☐ ☐ ☐

Quality—Was your problem resolved completely? ☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly? ☒ ☐ ☐ ☐

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel ☐ ☐ ☐ ☐

Hardware Support Personnel ☐ ☐ ☐ ☐

Care and Attention ☐ ☐ ☐ ☐

Overall Quality ☐ ☐ ☐ ☐

Dennis Deserves a big Christmas Bonus!

Comments

Awesome as usual!

Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

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Miami Valley Plastic Surgeons

CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

11-4-15
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly? ☐ ☐ ☐ ☐

Timeliness—Did we do what we promised? ☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous? ☒ ☐ ☐ ☐

Quality—Was your problem resolved completely? ☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly? ☒ ☐ ☐ ☐

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel ☐ ☐ ☐ ☐

Hardware Support Personnel ☐ ☐ ☐ ☐

Care and Attention ☐ ☐ ☐ ☐

Overall Quality ☐ ☐ ☐ ☐

Dennis is the best! Always has been!

Comments

Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Neurosurgical Care, Inc

CLIENT NAME

Dennis
FIELD ENGINEER (FIRST NAME)

2-25-16
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly? ☒ ☐ ☐ ☐

Timeliness—Did we do what we promised? ☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous? ☒ ☐ ☐ ☐

Quality—Was your problem resolved completely? ☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly? ☒ ☐ ☐ ☐

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel ☐ ☐ ☐ ☐

Hardware Support Personnel ☒ ☒ ☐ ☒

Care and Attention ☐ ☐ ☐ ☐

Overall Quality ☐ ☐ ☐ ☐

Dennis is awesome!

Comments



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CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

11/24/15

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

☐ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

Dennis is the Best!

Comments



Register To Win—Return promptly to enter our monthly drawing for a free gift.



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CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

12-1-15

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☒ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☒ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☒ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☒ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☒ ☐ ☐

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

☒ ☒ ☐ ☐

Hardware Support Personnel

☒ ☒ ☐ ☐

Care and Attention

☒ ☒ ☐ ☐

Overall Quality

☒ ☒ ☐ ☐

Thanks Dennis!

Comments



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CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

12-1-15

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

☒ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

Always excellent! Thanks!

Comments



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CLIENT NAME

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly? ☒ ☐ ☐ ☐
- Timeliness—Did we do what we promised? ☒ ☐ ☐ ☐
- Courtesy—Were personnel friendly and courteous? ☒ ☐ ☐ ☐
- Quality—Was your problem resolved completely? ☒ ☐ ☐ ☐
- Were your questions & concerns answered thoroughly? ☒ ☐ ☐ ☐

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

- Software Support Personnel ☒ ☐ ☐ ☐
- Hardware Support Personnel ☒ ☐ ☐ ☐
- Care and Attention ☒ ☐ ☐ ☐
- Overall Quality ☒ ☐ ☐ ☐

Comments

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CLIENT NAME

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly? ☒ ☐ ☐ ☐
- Timeliness—Did we do what we promised? ☒ ☐ ☐ ☐
- Courtesy—Were personnel friendly and courteous? ☒ ☐ ☐ ☐
- Quality—Was your problem resolved completely? ☒ ☐ ☐ ☐
- Were your questions & concerns answered thoroughly? ☒ ☐ ☐ ☐

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

- Software Support Personnel ☒ ☐ ☐ ☐
- Hardware Support Personnel ☒ ☐ ☐ ☐
- Care and Attention ☒ ☐ ☐ ☐
- Overall Quality ☒ ☐ ☐ ☐

Comments

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PBSI strives to provide the highest quality service possible. In evaluating service quality, your feedback is very important. Would you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.

CLIENT NAME

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly? ☒ ☐ ☐ ☐
- Timeliness—Did we do what we promised? ☒ ☐ ☐ ☐
- Courtesy—Were personnel friendly and courteous? ☒ ☐ ☐ ☐
- Quality—Was your problem resolved completely? ☒ ☐ ☐ ☐
- Were your questions & concerns answered thoroughly? ☒ ☐ ☐ ☐

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

- Software Support Personnel ☒ ☐ ☐ ☐
- Hardware Support Personnel ☒ ☐ ☐ ☐
- Care and Attention ☒ ☐ ☐ ☐
- Overall Quality ☒ ☐ ☐ ☐

Comments

★ Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

PBSI strives to provide the highest quality service possible. In evaluating service quality, your feedback is very important. Would you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.

Metro Medical Solutions

CLIENT NAME

Darrin

FIELD ENGINEER (FIRST NAME)

2-22-16

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

Darrin goes above & beyond - thank you, Darrin!

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

☒ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

Comments



Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

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Pediatrician at Hyes Park

CLIENT NAME

Darrin

FIELD ENGINEER (FIRST NAME)

2-23-16

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☐ ☒ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

Carla Parker

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

☒ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

Comments

Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

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Roosevelt Surgical Associates

CLIENT NAME

Dennis

FIELD ENGINEER (FIRST NAME)

1-11-16

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

SANDY Dennis

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

☐ ☒ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☐ ☒ ☐ ☐

Overall Quality

☐ ☒ ☐ ☐

Comments

Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

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CLIENT NAME

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

☒ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

Comments

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Customer Support Response Card

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CLIENT NAME

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely? *NOT YET*

☐ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☐ ☐ ☐ ☐

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

☒ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

Comments

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Customer Support Response Card

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CLIENT NAME

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

☒ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

Comments

Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

PBSI strives to provide the highest quality service possible. In evaluating service quality, your feedback is very important. Would you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.

Midway Ctr

CLIENT NAME

Kevin

FIELD ENGINEER (FIRST NAME)

12-1-15

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☒ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

☒ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

Comments

You all are the best!!!

Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

PBSI strives to provide the highest quality service possible. In evaluating service quality, your feedback is very important. Would you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.

Healthy Beginnings

CLIENT NAME

Kevin

FIELD ENGINEER (FIRST NAME)

2-29-16

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

☒ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

Comments

We appreciate everything PBSI does for us.

Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

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Midway Ctr for Int. Med

CLIENT NAME

Kevin

FIELD ENGINEER (FIRST NAME)

3-2-16

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Software Support Personnel

☒ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

Comments

Thank you so much!!!!

Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

PBSI strives to provide the highest quality service possible. In evaluating service quality, your feedback is very important. Would you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.

CLIENT NAME

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

Software Support Personnel

☒ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

KEVIN WAS VERY PERSONAL AND PROFESSIONAL. HE COMPLETED THE JOB QUICKLY AND ANSWERED ALL OF MY QUESTIONS. THANKS FOR A JOB WELL DONE!

Comments

Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

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CLIENT NAME

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☐ ☐ ☐ ☐

Software Support Personnel

☒ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

Kevin did an excellent job. He listened to what needed to be accomplished and came up with a plan to get it done.

Comments

Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

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CLIENT NAME

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

Software Support Personnel

☒ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

This was a long day. Tough job will still some loose ends to figure out, but I know those will be solved quickly! Now can we win the drawing???

Comments

Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

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CLIENT NAME

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

RATING PBSI's OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

Software Support Personnel

☒ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

Comments

Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

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CLIENT NAME

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

RATING PBSI's OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☐ ☒ ☐ ☐

Timeliness—Did we do what we promised?

☐ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☐ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☐ ☒ ☐ ☐

Software Support Personnel

☐ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☐ ☐ ☐ ☐

Comments

Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

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CLIENT NAME

FIELD ENGINEER (FIRST NAME)

DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

RATING PBSI's OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

Scheduling—Was your service scheduled promptly?

☒ ☐ ☐ ☐

Timeliness—Did we do what we promised?

☒ ☐ ☐ ☐

Courtesy—Were personnel friendly and courteous?

☒ ☐ ☐ ☐

Quality—Was your problem resolved completely?

☒ ☐ ☐ ☐

Were your questions & concerns answered thoroughly?

☒ ☐ ☐ ☐

Software Support Personnel

☒ ☐ ☐ ☐

Hardware Support Personnel

☒ ☐ ☐ ☐

Care and Attention

☒ ☐ ☐ ☐

Overall Quality

☒ ☐ ☐ ☐

Comments

Register To Win—Return promptly to enter our monthly drawing for a free gift.



Customer Support Response Card

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CLIENT NAME

Hydrafone

FIELD ENGINEER (FIRST NAME)

Kevin

DATE OF SERVICE

1-18-16

RATING THIS SERVICE ENCOUNTER

Scheduling—Was your service scheduled promptly?
Timeliness—Did we do what we promised?
Courtesy—Were personnel friendly and courteous?
Quality—Was your problem resolved completely?
Were your questions & concerns answered thoroughly?

EXCELLENT	GOOD	FAIR	POOR
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RATING PBSI'S OVERALL SERVICE

EXCELLENT	GOOD	FAIR	POOR
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

Obviously knows what he's doing. Come back next time to finish new install.

Register To Win—Return promptly to enter our monthly drawing for a free gift.